

EXAMS POLICY

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**Date Approved:
Next Review
Date:**

January 2026
January 2027

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PURPOSE OF THE POLICY

The centre is committed to ensuring that the examinations/assessments management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This policy will ensure that:

- All aspects of the centre's process are documented, supporting the centre's contingency plan, and other relevant exams-related policies and procedures are signposted to.
- The workforce is well informed and supported.
- All centre staff involved in the process clearly understand their roles and responsibilities.
- All exams and assessments are conducted according to JCQ and awarding body regulations, guidance, and instructions, thus maintaining the integrity and security of the examination/assessment system at all times.
- Exam candidates understand the process and what is expected of them.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions, and guidance.

This policy will be communicated to all relevant centre staff. All relevant policies are added onto Hollingworth Academy's website and the Every portal for staff to access and any policies that have been amended/updated are shared via the weekly staff bulletin or emailed directly to the relevant Heads of Department.

ROLES AND RESPONSIBILITIES OVERVIEW

The **Head of Centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/ assessments. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting published JCQ regulations and awarding body requirements.

The Examinations Officer is the person appointed by the Head of Centre to act on behalf of, and be the main point of contact for the centre, in matters relating to the general administration of awarding body examinations and assessments.

The Head of Centre cannot also be Examinations Officer. A Head of Centre and an Examinations Officer are two distinct and separate roles.

The Head of Centre and/or Examinations Officer may operate across more than one centre. In such cases the Head of Centre must ensure there is suitable Senior Leadership Team and Examination Officer support in place, so they can meet their obligations across all centres for which they are responsible. The Head of Centre must ensure that these arrangements are covered by their Examination Contingency Plan.

HEAD OF CENTRE RESPONSIBILITIES

(GR 1)

Heads of Centre must ensure that Senior Leadership Teams and exam office personnel familiarise themselves with the entire contents of the current [General Regulations for Approved Centres \(GR\)](#) booklet. Heads of Centre must familiarise themselves with paragraphs 5.1, 5.3 and 5.4.

Heads of Centre must ensure that relevant members of staff respond promptly to requests or actions raised by the JCQ Centre Inspection Service. Failure to do so could result in the centre not receiving or being able to access question papers and other confidential assessment materials. Ultimately, awarding bodies could withdraw approval of the centre.

Heads of Centre must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.

(ICE Introduction) **It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the [Instructions for conducting examinations](#) document.** Failure to do so may constitute malpractice as defined in the JCQ document [Suspected Malpractice: Policies and Procedures, 1 September 2025 to 31 August 2026](#).

(GR 5.1)

The Head of Centre must ensure:

- Compliance with the published JCQ regulations and awarding body requirements to deliver the qualifications.
- Appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. registrations, entries, learner claims, centre-assessed marks or modified papers.
- All reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority.

HEAD OF CENTRE

- To understand the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:
 - [General Regulations for Approved Centres](#) (GR)
 - [Instructions for conducting examinations](#) (ICE)
 - [Access Arrangements and Reasonable Adjustments](#) (AARA)
 - [Suspected Malpractice - Policies and Procedures](#) (SMPP)
 - [Instructions for conducting coursework](#) (ICC)
 - [Instructions for conducting non-examination assessments](#) (NEA)
 - [A guide to the special consideration process](#) (SC)
- To ensure that, the centre has appropriate accommodation at the registered address to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments.
- Where/if using a third party, to deliver any part of a qualification (including its assessments or administration) at the centre:
 - To maintain oversight of, and responsibility for, the delivery and administration of the qualification in accordance with JCQ regulations and awarding body requirements.
 - To have in place a written agreement with the third party (unless exclusions apply) to ensure there is a shared understanding of the arrangement and will manage the risk of failure by the third party to deliver the expected service.
 - To ensure that, a copy of the written agreement is available for inspection if requested by the awarding body.
 - Monitors delivery by the third party to maintain compliance with the published JCQ regulations and awarding body requirements, ensuring the security and integrity of examinations and assessments.
 - Ensures sufficient managerial and other resources are in place to resolve any issues.
- To ensure that, relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties (see **National Centre Number Register and other information requirements** section).
- Ensures that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments.
- To ensure that, the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery, such as a cyber-attack.
- To ensure that, members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications (including third party applications).

- To ensure that, members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with the names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel.

RESILIENCE AND CONTINGENCY ARRANGEMENTS

(GR 3.16-19)

The centre must ensure they are familiar with the regulators' guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering and securely retaining evidence of candidate performance in line with the published guidance.

In the unlikely event that the government determines that examinations cannot go ahead, the centre will need evidence of candidate assessment performance, such as mock examinations, to enable alternative methods of awarding grades.

Process for gathering evidence of candidate assessment performance

The process for gathering candidates' performance will be done in line with the [OFQAL guidance](#).

The examination papers from the Year 11 November mock exam series will be retained by the centre following the examination. These will be conducted in line with the JCQ policies and guidance.

For example, candidates:

- should not know the questions in the assessment beforehand;
- should work independently and without assistance (other than as required for a reasonable adjustment);
- should not have access to books or revision notes;
- should be supervised during the assessment, though centres do not have to use external invigilation;
- should be assessed under timed conditions equivalent to those under which they would expect to complete the assessment (or part of an assessment) during their exam.

These papers will be internally marked and moderated by centre staff, who will provide them feedback in preparation for the real GCSE examinations in May/June.

The physically mock exam papers will then be retained and stored by each faculty/department.

The centre must have an up to date written contingency plan.

The contingency plan must cover all aspects of examination/assessment administration and delivery. Senior Leaders must have robust contingency arrangements in place that will minimise the risk to examination/assessment administration and delivery and any adverse impact on candidates.

The plan must cover the following scenarios:

- The Head of Centre, relevant Senior Leader(s) with oversight of examination and assessment administration, SENDCO, Examinations Officer or any other key staff essential to the examination process being absent at a critical stage of the examination cycle.
- The potential impact of other events such as flooding which could lead to all or parts of the centre becoming unavailable.
- Potential issues with the centre's IT systems.

As part of their contingency plan, centres must identify an alternative site(s) if examinations cannot be conducted at the registered address. Larger centres may require more than one potential alternative site or different sites for different year groups.

The centre must have at least one senior member of staff (senior designated contact), who is available to manage emergency requests from awarding bodies that are results related during the summer holidays. However, a number of contacts can be provided to reduce the risk of this falling on one individual throughout the summer holidays.

The centre must ensure where candidates' work is produced electronically it is backed-up and should consider the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up. Centres must implement appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.

CYBER SECURITY

(GR 3.20-21)

The Head of Centre must ensure there are procedures in place to maintain the security of user accounts by:

- Providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret.
- Providing training for staff on awareness of all types of social engineering/ phishing attempts; enabling additional security settings wherever possible.
- ensuring that all members of centre staff who access awarding bodies' online systems undertake annual cyber security training

The training must include:

- The importance of creating strong, unique passwords for all accounts. Keeping all account details strictly confidential.
- The critical role of Multi-Factor Authentication (MFA) in protecting against unauthorised access.
- How to properly set up and use MFA for both centre and awarding bodies' systems
- An awareness of all types of social engineering/phishing attempts.
- The importance of staff quickly reporting any suspicious activity, events, incidents and encouraging a safe and supportive reporting culture.

Certificates of completed staff cyber training must be downloaded and held on file for inspection. The NCSC training resource provides a certificate of completion of cyber training.

- developing and maintaining a comprehensive cyber security policy for the centre. The National Cyber Security Centre (NCSC) provides resources to assist centres in creating such policies.
- implementing and enforcing robust security measures, including:
 - Mandatory MFA for all accounts and systems containing exam-related information, including those that interface between awarding body and centre systems, to enhance security and protect sensitive data.
 - Regularly reviewing and updating security settings to align with current best practices.
- Updating any passwords that may have been exposed.
- Setting up secure account recovery options.
- Reviewing and managing connected applications.
- Monitoring accounts and regularly reviewing account access, including removing access when no longer required.
- Ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document *Guidance for centres on cyber security*. Authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
- Reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body.

RECRUITMENT, SELECTION, TRAINING AND SUPPORT

(GR 5.3)

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other appropriate resources, to undertake the delivery and administration of the qualification and assessments as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications. The centre's contingency planning must include succession arrangements for members of staff involved in examination and assessment administration.
- Provides fully qualified teachers/assessors for the verification and marking of centre-assessed components.
- Ensures that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates' work.
- Enables the relevant Senior Leader(s), teachers, the Exams Officer and the SENDCO (or equivalent role) to receive appropriate training and support, in order to facilitate the effective delivery of examinations and assessments within the centre and ensure compliance with the published JCQ and awarding body regulations.
- Ensures the SENDCO (or equivalent role), the centre's appointed access arrangements assessor and the examinations officer undertake regular CPD, such as attending an annual update course.
- Ensures that the SENDCO (or equivalent role) understands the JCQ document [Access Arrangements and Reasonable Adjustments](#) and is given sufficient time to manage the access arrangements process within the centre.
- Ensures that the Exams Officer understands relevant awarding body and JCQ documentation and has sufficient time to perform their role.
- Ensures that any members of the Senior Leadership Team who are responsible for examination administration familiarise themselves with relevant awarding body and JCQ documentation. (This will ensure the Exams Officer, and the SENDCO are supported, as well as ensuring effective centre decision making in line with the published regulations.)
- Ensures that teachers understand the relevant awarding body and JCQ documentation for the qualifications they are delivering to ensure they are delivered in line with the relevant regulations.

EXTERNAL AND INTERNAL GOVERNANCE ARRANGEMENTS

(GR 5.3)

The centre must have in place a written escalation process should the Head of Centre, or a member of the Senior Leadership Team with oversight of examination and assessment administration, be absent.

ESCALATION PROCESS

The process for escalation, can be found in the relevant policy

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Has in place a member of the Senior Leadership Team who has a good working knowledge of the examination system, who will provide effective line management support and supervision of the Examinations Officer, to ensure that the integrity and security of examinations and assessments is maintained throughout an examination series.

- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the Exams Officer.
- Can confirm to an awarding body the external governance arrangements, so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments.

DELIVERY OF QUALIFICATIONS

(GR 5.3)

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Delivers qualifications, as required by the awarding body and in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking and implementing reasonable adjustments for disabled candidates.
- Enables candidates to receive sufficient and up to date practical experience, or relevant training where required by the subject concerned.

PUBLIC LIABILITY

(GR 5.3)

It is the responsibility of the **Head of Centre** ensure that the centre:

- Complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims.

CONFLICTS OF INTEREST

(GR 5.3)

(See *Policies* below)

CONTROLLED ASSESSMENTS, COURSEWORK AND NON-EXAMINATION ASSESSMENTS

(GR 5.3)

It is the responsibility of the **Head of Centre to ensure that the centre:**

- Has in place arrangements to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions. (This applies to both internal and private candidates.)
- Submits in accordance with awarding bodies' instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date.

SECURITY OF ASSESSMENT MATERIALS

(GR 5.3)

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - That assessment materials supplied to the centre by the awarding body, including pre-release materials and set assignments, and information about their contents are only shared with appropriate centre staff and candidates and are not shared outside the centre.
 - Immediately report to the awarding body/bodies any potential or actual breach of examination or assessment materials.
- Makes arrangements to:
 - Receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ document *Instructions for conducting examinations*.
 - Access, download, print (where appropriate) and store electronic assessment materials safely and securely at all times in accordance with section 4 of the current JCQ document *Instructions for conducting examinations*.
 - Issue material received from the awarding bodies to staff and candidates and notify them of any advice and instructions relevant to the examinations and assessments.
- Provides candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies.

NATIONAL CENTRE NUMBER REGISTER AND OTHER INFORMATION REQUIREMENTS

(GR 5.3)

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Provides contact details as follows:
 - A physical address to which all examination and assessment materials will be despatched – this must be the registered address of the centre.
 - A landline telephone number – this must be the number of the main office/switchboard of the centre.
 - A contact email address for communications – this must be the email address of the person or team responsible for the administration of examinations. (*Personal email addresses such as 'Yahoo', 'Hotmail' and 'Gmail' are not acceptable.*)
Note: Except for WJEC, if this is a shared email account it must not be used to access awarding body secure websites.
 - The name of the Head of Centre and their email address.
 - Senior designated contact details (this might include a personal mobile number and/or email address). (*These must be the contact details of someone who can be reached in an emergency if the centre is closed over the summer and who can mobilise resources to respond to the issue.*)
- Completes the National Centre Number Register annual update by the end of October every year even if there are no changes:
 - Informs the National Centre Number Register Team immediately (email address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place (This must be on centre headed stationery which can be sent as an email attachment including the signature of the Head of Centre)
 - Informs the National Centre Number Register Team (email address – ncn@ocr.org.uk) of any changes to relevant contact details no later than 6 weeks prior to moving to a new address or re-locating of the secure storage facility (This must be on centre headed stationery which can be sent as an email attachment)
 - Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status.
 - Completes the National Centre Number Register Head of Centre Declaration by the end of October every year confirming they are aware of and adhering to the latest versions of the JCQ regulations.

- Responds to any other reasonable requests made by the National Centre Number Register Team.
- (GR 1.9) Understands that this responsibility for completing the Head of Centre declaration survey cannot be delegated to a member of the Senior Leadership Team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, the head of centre's declaration and/or requests or actions raised by the JCQ Centre Inspection Service, will result in:
 - The centre status being suspended.
 - The centre not being able to submit examination entries.
 - The centre not receiving or being able to access question papers and ultimately, awarding bodies could withdraw their approval of the centre.

CENTRE INSPECTIONS

(GR 5.3)

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation, an unannounced visit or any requests for information within the stipulated timeframe.
- Allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection.
- Understands the JCQ Centre Inspector will identify themselves with a formal identity document and **must** be accompanied throughout their tour of the premises, including inspection of the centre's secure storage facility.

POLICIES AVAILABLE FOR INSPECTION

(GR 5.3)

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Has in place the following policies for inspection that must be reviewed and updated annually:
 - A child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements.

CHILD PROTECTION/SAFEGUARDING POLICY (EXAMS)

The Child Protection and Safeguarding Policy can be found on the Hollingworth Academy website.

- A complaints policy.

COMPLAINTS POLICY (EXAMS)

A copy of the complaints policy can be on the Hollingworth Academy website.

- A conflicts of interest policy.

CONFLICTS OF INTEREST

(GR 5.3)

It is the responsibility of the **Head of Centre** to ensure that the centre:

- Manages conflicts of interest by informing the awarding bodies before the published deadline for entries for each examination series of any potential conflict of interest where:
 - Any members of centre staff who are taking a qualification at this centre which includes internally assessed components/units*.
 - Any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units.
- Maintains internal records (that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected) of all instances where:
 - Exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at this centre or other centres.
 - Centre staff are taking qualifications at this centre which do not include internally assessed components/units*.
 - Centre staff are taking qualifications at other centres.
- Retains records of all conflicts of interest including details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected. (The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.)
- *Notes that entering members of centre staff for qualifications at their own centre must be as a last resort in cases where the member of centre staff is unable to find another centre, and ensures:
 - Proper protocols are in place to prevent the member of centre staff having access to examination materials prior to the examination, and that other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials.
 - During the examination series, the member of centre staff is treated in the same way as any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment.

CONFLICTS OF INTEREST POLICY (EXAMS)

A copy of the Conflicts of Interest policy can be found here on the Hollingworth Academy Website.

- A written data protection policy.

CONTINGENCY PLAN

A copy of the Conflicts of Interest policy can be found here on the Hollingworth Academy Website.

DATA PROTECTION POLICY (EXAMS)

A copy of the Data Protection policy can be found here on the Hollingworth Learning Trust Website.

- An equalities policy.

EQUALITIES POLICY

A copy of the Equalities policy can be found here on the Hollingworth Learning Trust Website.

- An internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration.

INTERNAL APPEALS PROCEDURE

A copy of the Internal Appeals policy can be found here on the Hollingworth Academy Website.

- A written malpractice policy which covers all qualifications delivered by the centre. The policy must detail how candidates are informed and advised to avoid committing malpractice in examinations/assessments, how suspected malpractice issues should be escalated within the centre and reported to the relevant awarding body. It must also acknowledge the use of AI (e.g. what AI is, when it may be used and how it should be acknowledged, the risks of using AI, what AI misuse is and how this will be treated as malpractice).

MALPRACTICE POLICY

A copy of the Malpractice policy can be found here on the Hollingworth Academy Website.

- A written policy regarding the management of non-examination assessments including controlled assessments and coursework, which includes details on how candidates' work will be authenticated. (For CCEA GCSE centres this would be a written controlled assessment policy.)

NON-EXAMINATION ASSESSMENT POLICY (including controlled assessments and coursework)

A copy of the NEA policy can be found here on the Hollingworth Academy Website.

- a whistleblowing policy

WHISTLEBLOWING POLICY (EXAMS)

A copy of the Whistleblowing policy can be found here on the Hollingworth Learning Trust Website

- a policy on the use of word processors in examinations

WORD PROCESSOR POLICY (EXAMS)

A copy of the Word Processor policy can be found here on the Hollingworth Academy Website.

ACCESS ARRANGEMENTS AND REASONABLE ADJUSTMENTS

(GR 5.4)

The Head of Centre/Senior Leadership Team will:

- Appoint a SENDCO, or an equivalent member of staff, who will coordinate the access arrangements process within the centre and determine appropriate arrangements for

candidates with learning difficulties and disabilities, candidates for whom English is an additional language, as well as those with a temporary illness or injury.

- Ensure that learners have the correct information and advice on their selected qualification(s) in an accessible format and that the qualifications meet their needs. (The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to complete the examinations/assessments successfully and achieve the qualifications. The centre's assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to examinations/assessments.)
- Recognise its duties towards disabled candidates, including private candidates, ensuring compliance with all aspects of the Equality Act 2010†, particularly Section 20 (7) (This must include a duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. Where the centre is under a duty to make a reasonable adjustment, the centre must not charge a disabled candidate any additional fee in relation to the adjustment or aid),
*or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect.
- Ensure that the SENDCO undertakes the necessary and appropriate steps to gather a picture of need and demonstrate normal way of working for a private candidate, such as a distance learner or a home educated pupil. (The centre, where required, must lead on the assessment process. The candidate must be assessed by the centre's appointed assessor. In some instances, depending on their needs, the candidate may have to be assessed away from the centre, for example at home. The centre must comply with the obligation to identify the need for, request and implement access arrangements.)
- Ensure that where a candidate with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified assessor as appointed by the Head of Centre. (Evidence of the assessor's qualifications must be obtained before they assess candidates and held on file for inspection.)
- Have a written process in place to not only check the qualifications of their assessors but that the correct procedures are followed as in Chapter 7 of the JCQ document *Access Arrangements and Reasonable Adjustments*.

ACCESS ARRANGEMENTS POLICY

A copy of the Access Arrangement policy can be found on the Hollingworth Academy Website.

- Assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and fully support the SENDCO in effectively implementing those arrangements once approved.

MALPRACTICE

(GR 5.11)

The centre will:

- Take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after assessments have taken place.
- Inform the awarding immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation.
- As required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the current JCQ document *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require.

- (GR 6.2) Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*.

PERSONAL DATA

(GR 6.6, 6.8)

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programs and data (“Pupil Materials”). Awarding bodies may use the Pupil Materials to evaluate candidates’ performance in the relevant assessment. They may also use the Pupil Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body’s privacy notice if they require further information about how their Pupil Materials may be used by the awarding body.

Where a centre or third party is in possession of any Pupil Materials for the purposes of candidate assessment, the Pupil Materials will be held on behalf of the awarding body.

EXAMS OFFICER (EO)

- To understand the contents of annually updated JCQ documents including:
 - [General Regulations for Approved Centres](#)
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice - Policies and Procedures](#)
 - [Post-Results Services \(PRS\)](#)
 - [A guide to the special consideration process](#)
- To complete/submit the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by Cambridge OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October every year to confirm the centre’s contact details or informs of any changes (and follows the process (in GR 5.3) if any changes occur after the annual update has taken place).
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines.
- To ensure that, key tasks are undertaken and key dates and deadlines met.
- To recruit, train and deploy a team of internal/external invigilators; appoints lead invigilators, as may be applicable to the centre and keeps a record of the content of training provided to invigilators for the required period.
- To work with the SENDCO (or equivalent role) to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room.
- To support the Head of Centre in ensuring that awarding bodies are informed (where required) of any conflict of interest declared by members of centre staff; and in maintaining internal records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series.
- To brief other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials.
-

SENIOR LEADERS

- Are familiar with the contents, refer to and direct relevant centre staff to current JCQ documents including:
 - *A guide to the special consideration process*
 - *Access Arrangements and Reasonable Adjustments*
 - *AI Use in Assessments: Your role in protecting the integrity of qualifications*
 - *Guidance for centres on cyber security*
 - *Instructions for conducting coursework*
 - *Instructions for conducting examinations*
 - *Instructions for conducting non-examination assessments (GCE and GCSE specifications)*
 - *Instructions for conducting non-examination assessments (Vocational and Technical Qualifications)*
 - *Notice to Centres – Informing candidates of their centre-assessed marks*
 - *Plagiarism in Assessments – Guidance for Teachers/Assessors*
 - *Post-Results Services*
 - *Suspected Malpractice – Policies and Procedures*
- To ensure that, teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the Exams Officer and SENDCO (or equivalent role).
- To ensure that, teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications.
- To ensure that, teaching staff attend relevant awarding body training and update events.

SPECIAL EDUCATIONAL NEEDS & DISABILITY CO-ORDINATOR (SENDCO) or equivalent role

- To understand the contents, refers to and directs relevant centre staff to current JCQ documents including:
 - [Access Arrangements and Reasonable Adjustments](#)
- To lead on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements').
- If not the qualified access arrangements assessor, to work with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed.
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification.
(GR 5.4)
- To ensure that, any applications for access arrangements or reasonable adjustments are submitted by the published deadline. (The SENDCO will hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre's applications.)
- To ensure that, a file is presented which must contain for each online application the downloaded approval for the respective arrangement(s) and supporting evidence of need (This information must be readily available for inspection at the venue where the candidate is taking the examination(s)).
- To ensure that, requests for modified papers are submitted by the published deadline.
- To ensure that, there are appropriate resources in place at the time of examinations / assessments to meet candidates' needs, e.g. sufficient readers and scribes.

TEACHING STAFF

- To undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the Exams Officer and SENDCO (or equivalent role).
- To keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications.

- To attend relevant awarding body training and update events.

INVIGILATORS

- To attend/undertake training (on the current regulations), update, briefing and review sessions as required.
- To provide information as requested on their availability to invigilate.
- To sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them.

RECEPTION STAFF

- To support the Exams Officer in the receipt and dispatch of confidential materials and follow the requirements for maintaining the integrity and security of confidential examination / assessment materials.

SITE STAFF

- To support the Exams Officer in relevant matters relating to exam rooms and resources.

CANDIDATES

Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/carers.

THE EXAM CYCLE

The exams management and administration process that needs to be undertaken for each **exam series** is referred to as the **exam cycle** and relevant tasks which need to be undertaken before, during and after an exam series grouped into the following stages:

- planning
- entries
- pre-exams
- exam time
- results and post-results

This policy identifies roles and responsibilities of centre staff within this cycle.

PLANNING: ROLES AND RESPONSIBILITIES

SECURE MATERIALS

HEAD OF CENTRE (GR 3.6)

- To ensure that, the centre has a secure storage facility in a room solely assigned to examinations.
(ICE 3.1)

THE SECURE ROOM AND THE SECURE STORAGE FACILITY

Question papers and pre-release materials issued by the awarding bodies must always be stored at the centre's registered address in a secure room with a secure storage facility, e.g. safe or security cabinet.

THE SECURE ROOM

The secure room must only be used for the purpose of administering secure examination materials.

Access to the secure room **must** be restricted to two to six key holders, one of whom **must** be the exams officer. The two to six key holders **must** be permanent members of staff or members of staff who have a formal contract of employment and are subject to standard HR policies and procedures.

THE SECURE STORAGE FACILITY

Access to the secure storage facility **must** be restricted to between two and six key holders, one of whom **must** be the Exams Officer.

The two to six key holders **must** either be part of the exams team or the Senior Leadership Team. A key holder from the exams team **must** be a permanent member of staff or a member of staff who has a formal contract of employment and is subject to standard HR policies and procedures.

The secure room **must** be accessible throughout an examination series for the storage of question papers and be available for inspection.

When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed.

INFORMATION SHARING

HEAD OF CENTRE

- To direct relevant centre staff to annually updated JCQ documents including [GR](#), [ICE](#), [AARA](#), [SMPP](#), [ICC](#), [NEA](#) and [SC](#).

EXAMS OFFICER

- To signpost relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that have been updated.
- To signpost relevant centre staff to JCQ information that must be provided to candidates.
- As the centre administrator, to approve relevant access rights for centre staff to access awarding body secure extranet sites.

INFORMATION GATHERING

EXAMS OFFICER

- To undertake an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct.
- To collate all information gathered into one central point of reference.
- To research awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications.
- To produce an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines.
- *Where applicable to the role*, to collect information on internal exams/assessments to enable preparation for and conduct of (insert the titles these internal exams/assessments are referred to in the centre).

SENIOR LEADERS

- To respond (or ensure teaching staff respond) to requests from the Exams Officer on information gathering.
- To meet the internal deadline for the return of information.
- To inform the Exams Officer of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body.
- To note the internal deadlines in the annual exams plan and direct teaching staff to meet these.

ACCESS ARRANGEMENTS

HEAD OF CENTRE

- To ensure that, the centre has documented processes in place relating to access arrangements and reasonable adjustments.
- To ensure that, the SENDCO (or equivalent role) is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.

SENDCO (or equivalent role)

- To assess candidates (or work with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements/reasonable adjustments requirements.
- To gather evidence to support the need for access arrangements for a candidate.
- To liaise with teaching staff to gather evidence of normal way of working for a candidate.
- To determine candidate eligibility for arrangements or adjustments that are centre-delegated.
- Informs relevant candidates that an application for access arrangements will be processed using *Access Arrangements Online (AAO)*, complying with the UK GDPR and the Data Protection Act 2018.
- To apply for approval using *Access Arrangements Online (AAO)* via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO.
- To keep a file for each candidate for JCQ inspection purposes containing all the required documentation. (If documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection.)
- To employ good practice in relation to the Equality Act 2010.
- To liaise with the Exams Officer regarding exam time arrangements for access arrangement candidates.
- To ensure that, staff appointed to facilitate access arrangements for candidates are thoroughly trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period.
- To work with the Exams Officer to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room.
- To liaise with the relevant member of the Senior Leadership Team on the centre's policy on the use of word processors in examinations.
- To ensure that, criteria for candidates granted alternative rooming arrangements is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms.

SENIOR LEADERS & TEACHING STAFF

- To support the SENDCO (or equivalent role) in determining and implementing appropriate access arrangements/reasonable adjustments.
- (Senior Leader) To provide an annually reviewed and updated word processor policy, specific to the centre, which details the criteria the centre uses to award and allocate word processors for examinations

INTERNAL ASSESSMENT AND ENDORSEMENTS

HEAD OF CENTRE

CONTROLLED ASSESSMENTS, COURSEWORK, NON-EXAMINATION ASSESSMENTS AND PORTFOLIOS OF EVIDENCE

(GR 5.7)

- To ensure that, where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre's safeguarding responsibilities.
- To ensure that, awarding bodies are notified of a consortium of centres with joint teaching arrangements for qualifications. (This will allow the candidates for each specification to be

treated as a single group for the moderation of centre- assessed work. This is only required if two or more member centres will be entering candidates for work that is centre-assessed.)

- To ensure that, only current assessment materials/tasks are used to assess candidates' knowledge and skills (in cases where the awarding body provides such material)
- Before submitting marks to the awarding body, ensure that candidates are informed of their centre assessed marks and allows a candidate to request a review of the centre's marking
- To ensure that, all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date (It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body)
- To submit centre-assessed marks and moderation samples, if required by the awarding body by the published date. (It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review.)
- To ensure that, a written internal appeals procedure relating to internal assessment decisions is in place and ensures that details of this procedure are communicated, made widely available and accessible to all candidates
- To ensure that, a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place, which includes details on how candidate's work is authenticated.
- To ensure that, candidates' work is backed-up and considers the contingency of candidates' work being backed-up on two separate devices, including one off-site back-up via the cloud. (Implementing appropriate security arrangements which protect candidates' work in the event of IT system corruption and cyber-attacks.)

SENIOR LEADERS

- To ensure that, teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates).
- To ensure that, appropriate internal moderation, standardisation and verification processes are in place.
- To ensure that, teaching staff delivering GCE, GCSE and Vocational/Technical Qualifications specifications (which include components of non-examination assessment) follow Jcq [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body.
- To ensure that, teaching staff delivering qualifications which include (wholly or in part) units of coursework follow Jcq [Instructions for conducting coursework](#) and the specification provided by the awarding body.
- To ensure that, teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body.

TEACHING STAFF

- To ensure that, appropriate instructions for conducting internal assessment are followed.
- To ensure that, candidates are aware of Jcq and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place.
- To ensure that, candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body.

EXAMS OFFICER

- To identify relevant key dates and administrative processes that need to be followed in relation to internal assessment.
- To signpost teaching staff to relevant Jcq [Information for candidates documents](#) that are annually updated.

INVIGILATION

HEAD OF CENTRE

- To ensure that, relevant support is provided to the Exams Officer in recruiting, training and deploying a team of invigilators.
- To ensure that, if contracting supply staff to act as invigilators, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case).
- To determine if additional invigilators will be deployed in timed Art exams, in addition to the subject teacher to ensure the supervision of candidates is maintained at all times
- To ensure that, wherever possible a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a Learning Support Assistant who has supported one or more candidates is not an invigilator during the examination.

EXAMS OFFICER

- To recruit additional invigilators where required to effectively cover all exam periods/series throughout the academic year.
- To collect information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them.
- To provide thorough training for new invigilators on the current instructions for conducting examinations and an update for the existing invigilation team so that they are aware of any changes in a new academic year, before they are allocated to invigilate an exam.
- To ensure that, invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s).
- To ensure that, invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirm invigilators understand what is and what is not permissible.
- To collect evaluation of training to inform future events.

ENTRIES AND REGISTRATIONS: ROLES AND RESPONSIBILITIES

HEAD OF CENTRE

- To ensure that, the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.4 Entries and registrations](#))

ESTIMATED ENTRIES

EXAMS OFFICER

To request estimated or early entry information, where this may be required by awarding bodies, from senior leaders (or relevant roles) in a timely manner to ensure awarding body external deadlines for submission can be met.

SENIOR LEADERS

- Provide entry information requested by the EO to the internal deadline
- Inform the EO immediately of any subsequent changes to entry information

FINAL ENTRIES

HEAD OF CENTRE

- To ensure that, appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries, registrations and learner claims.

EXAMS OFFICER

- To request final entry/registration information from Senior Leaders (or relevant roles) in a timely manner to ensure awarding body external deadlines for submission can be met.
- To inform Senior Leaders of subsequent deadlines for making changes to final entry information without charge.
- To submit registrations, examination entries and certification claim by the deadlines and complies with the requirements of the specification including any terminal rules which need to be met at the point of certification.
- To confirm Senior Leaders' final entry information that has been submitted to awarding bodies.
- To ensure that, as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies.
- To observe each awarding body's terms and conditions for the registration, entry and withdrawal of candidates for their examinations and assessments and observes any regulatory requirements for the qualification.

FINAL ENTRIES COLLECTION AND SUBMISSION PROCEDURE

Final entries are gathered via email from Heads of Department to the Exams Officer.

The Exams Officer emails a list of candidates to each Department Head for their relevant subject, at least 3 weeks before the external deadline for entries in February. Heads of Department then review this list and confirm that the entries are correct and make any amendments as necessary. For subjects that also have a tier of entry (e.g., Maths), the department head indicates which tier to enter each pupil for before submitting the list. The Exams Officer, then makes the entries via the school MIS and forwards a copy off the statements of entry to the relevant Department Heads for their records.

SENIOR LEADERS

- Provide information requested by the EO to the internal deadline.
- Inform the Exams Officer immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes:
 - Changes to candidate personal details.
 - Amendments to existing entries.
 - Withdrawals of existing entries.
- Check final entry submission information provided by the Exams Officer and confirms information is correct.

ENTRY FEES

Entry fees are charged to the exams budget, which the Exams Officer has control of. The exam officer signs off on all entry fees and charges.

The Exams Officer holds the right to charge departments for any late entry or amendment fees, received after the internal deadline for entries and amendments, as relevant.

LATE ENTRIES

EXAMS OFFICER

- Has clear entry procedures in place to minimise the risk of late entries.
- Charges any late or other penalty fees to departmental budgets.

SENIOR LEADERS

- Minimise the risk of late entries by:
 - Following procedures identified by the EO in relation to making final entries on time.
 - Meeting internal deadlines identified by the EO for making final entries.

CANDIDATE STATEMENTS OF ENTRY

EXAMS OFFICER

- To provide candidates with statements of entry for checking.

TEACHING STAFF

- To ensure that, candidates check statements of entry and return any relevant confirmation required to the Exams Officer.

CANDIDATES

- Confirm entry information is correct or notify the EO of any discrepancies.

PRE-EXAMS: ROLES AND RESPONSIBILITIES

HEAD OF CENTRE

- To ensure that, the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.8 Candidate information.](#))

ACCESS ARRANGEMENTS AND REASONABLE ADJUSTMENTS

SENDCO (or equivalent role)

- To ensure that, appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates with learning difficulties or disabilities, those for whom English is an additional language and those with a temporary illness or injury
- To ensure that, a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her.
- To ensure that, exam information (JCQ information for candidates' documents, individual exam timetable, etc.) is adapted where this may be required for a candidate to access it.
- To allocate appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the access arrangement).
- To ensure that, the person appointed to facilitate an access arrangement must not normally be the candidate's own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate's own subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present).
- Where relevant, to ensure that the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor.

BRIEFING CANDIDATES

EXAMS OFFICER

- To issue individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies may identify in the event of national or significant local disruption to exams.
- Prior to exams, to issue relevant JCQ Information for candidates' documents (coursework, non-examination assessments, on-screen tests, social media and written examinations) and awarding body privacy notices.
- Where relevant, to issue relevant awarding body information to candidates.
- To issue centre exam information to candidates including information on:
 - Exam timetable clashes.
 - Arriving late for an exam.
 - Absence or illness during exams.
 - What equipment is/is not provided by the centre.
 - Food and drink in exam rooms.
 - Unauthorised items in exam rooms.
 - When and how results will be issued and the staff that will be available.
 - Post-results services information and how the centre will deal with requests from candidates.
 - When and how certificates will be issued.

Access to Scripts, Reviews of Results and Appeals Procedures

A copy of the Conflicts of Interest policy can be found here on the Hollingworth Academy Website.

DISPATCH OF EXAM SCRIPTS

EXAMS OFFICER

- To identify and confirm arrangements for the dispatch of candidate exam scripts with the DfE (STA) 'yellow label service' or the awarding body where qualifications sit outside the scope of the service.

ESTIMATED GRADES

SENIOR LEADERS

- To ensure that, teaching staff provide estimated grade information to the Exams Officer by the internal deadline (where this still may be required by the awarding body).

EXAMS OFFICER

- To submit estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body).
- Keeps a record to track what has been sent.

INTERNAL ASSESSMENT AND ENDORSEMENTS

HEAD OF CENTRE

- To ensure that, procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking.

SENDSCO (or equivalent role)

- To liaise with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements.

TEACHING STAFF

- To support the SENDCO in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements.
- To assess and authenticate candidates' work.
- To assess endorsed components.
- To ensure that, candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies.

SENIOR LEADERS

- Ensure teaching staff assess and authenticate candidates' work to the awarding body requirements
- Ensure teaching staff assess endorsed components according to awarding body requirements
- Ensure teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline
- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline

EXAMS OFFICER

- To submit marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline (or delegates this task to relevant teaching staff).
- To keep a record to track what has been sent.
- To log moderated samples returned to the centre.
- To ensure that, teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work.

CANDIDATES

- Authenticate their work as required by the awarding body

INVIGILATION

EXAMS OFFICER

- To provide an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on the current regulations on appointment and updates the existing invigilation team on any regulation changes and any changes to centre-specific arrangements.
- To deploy invigilators effectively to exam rooms throughout an exam series; (including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, prompter, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensure all relevant rules are being adhered to and to support the practical assistant/reader, prompt and/or scribe in maintaining the integrity of the exam).
- To allocate invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios.
- To liaise with the SENDCO (or equivalent role) regarding the facilitation and invigilation of access arrangement candidates.

SENDCO (or equivalent role)

- To liaise with the Exams Officer regarding facilitation and invigilation of access arrangement candidates.
-

INVIGILATORS

- To provide information as requested on their availability to invigilate throughout an exam series.

JCQ CENTRE INSPECTIONS

EXAMS OFFICER OR SENIOR LEADER

- To accompany the Inspector throughout a visit.

SENDCO (or equivalent role) or relevant **Senior leader** (in the absence of the SENDCO):

- To meet with the inspector when requested, to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise.
- To ensure that, information is readily available for inspection at the venue where the candidate is taking the exam(s).

SEATING AND IDENTIFYING CANDIDATES IN EXAM ROOMS

EXAMS OFFICER

- To ensure that, a procedure is in place to verify the identity of all candidates.

CANDIDATE IDENTIFICATION PROCEDURE

A copy of the Conflicts of Interest policy can be found here on the Hollingworth Academy Website.

- To ensure that, invigilators are aware of the procedure.
- To provide seating plans for exam rooms according to JCQ and awarding body requirements; (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded).

INVIGILATORS

- To follow the procedure for verifying candidate identity provided by the Exams Officer.
- To seat candidates in exam rooms as instructed by the Exams Officer/on the seating plan.

SECURITY OF EXAM MATERIALS

EXAMS OFFICER

- To confirm appropriate arrangements are in place, to ensure that confidential materials are only handed over to those authorised by the Head of Centre.
- To ensure that, access to the secure room is restricted and staff approved by the Head of Centre are accompanied by a keyholder at all times.
- To have a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre.
- To ensure that, a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order.
- To carefully check question paper packets when they are removed from the dispatch packing and keeps a log of the checks.
- To ensure that, the secure storage facility contains only current and live confidential material. (Ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility.)

- To ensure that, examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows).
- To ensure that, the integrity and security of any electronic question paper materials is maintained during the downloading, printing and collating process. (Ensuring printing is carried out in a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials.)
- Ensures that the question paper is printed correctly, is of good quality and is collated in the right order

At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision.

RECEPTION STAFF

- To follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility.

TEACHING STAFF

- To adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential.

TIMETABLING AND ROOMING

EXAMS OFFICER

- To produce a master centre exam timetable for each exam series.
- To identify and resolve candidate exam timetable clashes according to the regulations; (only applying overnight supervision arrangements as a last resort, once all other options have been exhausted and according to the centre's policy)

OVERNIGHT SUPERVISION ARRANGEMENTS POLICY

A copy of the Overnight Supervision policy can be found on the Hollingworth Academy Website.

- To identify exam rooms and specialist equipment requirements.
- To allocate invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios.
- To liaise with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements.
- To liaise with the SENDCO (or equivalent role) regarding rooming of access arrangement candidates.

SENDCO (or equivalent role)

- To liaise with the Exams Officer regarding rooming of access arrangement candidates.
- To liaise with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams.

SITE STAFF

- To liaise with the Exams Officer to ensure exam rooms are set up according to JCQ and awarding body requirements.

ALTERNATIVE SITE ARRANGEMENTS

EXAMS OFFICER

- (Where/if applicable to the centre) To ensure that, question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met.
- To inform the JCQ Centre Inspection Service of timescale by submitting a JCQ Alternative Site form online using CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations.

CENTRE CONSORTIUM ARRANGEMENTS

EXAMS OFFICER

- (Where/if applicable to the centre) To process applications for Centre Consortium arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP).

SENIOR LEADERS

- (Where/if applicable to the centre) To inform the Exams Officer of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator.

TRANSFERRED CANDIDATE ARRANGEMENTS

EXAMS OFFICER

- (Where/if applicable to the centre) To liaise with the host or entering centre, as required.
- To process requests for Transferred Candidate arrangements using CAP to the awarding body deadline; (or through the awarding body where a qualification may sit outside the scope of CAP).
- (Where relevant for an internal candidate) To inform the candidate of the arrangements that have been made for their transferred candidate arrangement.

INTERNAL EXAMS/ASSESSMENTS

EXAMS OFFICER

- To prepare for the conduct of internal exams/assessments under external conditions (where applicable to the centre).
- To provide a centre exam timetable of subjects and rooms.
- To provide seating plans for exam rooms.
- To request internal exam papers from teaching staff.
- To arrange invigilation (where applicable to the centre).

SENDSCO (or equivalent role)

- To liaise with teaching staff to make appropriate arrangements for access arrangement candidates.

TEACHING STAFF

- To provide exam papers and materials to the Exams Officer.
- To support the SENDSCO in making appropriate arrangements for access arrangement candidates.

EXAM TIME: ROLES AND RESPONSIBILITIES

HEAD OF CENTRE

To ensure that, the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.9 Conducting examinations and assessments](#))

ACCESS ARRANGEMENTS

EXAMS OFFICER

- To provide cover sheets for access arrangement candidates' scripts where required for particular arrangements.
- To have a process in place to deal with emergency/temporary access arrangements as they arise at the time of exam.
 - To liaise with the SENDCO to apply for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO.

CANDIDATE ABSENCE

CANDIDATE ABSENCE POLICY

Registers are taken by the Head of Year and AHT's prior to pupils going into the exam room. If a pupil is noted as absent, phone calls are made home by either the reception team, Pastoral team and/or the attendance team. If necessary, staff from the Attendance and/or Pastoral team will collect pupils from home.

Invigilators are made aware of this process in their annual training.

INVIGILATORS

- To be informed of the policy/process for dealing with absent candidates through training.
- To ensure that, confirmed absent candidates are clearly marked as such on the attendance register and seating plan.

CANDIDATES

- To be re-charged relevant entry fees for unauthorised absence from exams.

CANDIDATE BEHAVIOUR

See *Irregularities* below.

CANDIDATE BELONGINGS

See *Unauthorised items* below.

CANDIDATE LATE ARRIVAL

EXAMS OFFICER

- To ensure that, candidates who arrive very late for an exam are reported to the awarding body by submitting a report on candidate admitted very late to examination room using CAP to timescale.
- To warn candidates that their script may not be accepted by the awarding body.

INVIGILATORS

- To be informed of the policy/process for dealing with late/very late arrival candidates through training.

- To ensure that, relevant information is recorded on the exam room incident log

CANDIDATE LATE ARRIVAL POLICY

LATE ARRIVAL - Before 1 hour after published start time

Reception will make the SLT and the Exam's Officer aware of any late arrivals over the radio and ask the pupil to wait in Reception until they are collected. The Exams Officer will then collect the pupil and ensure they are taken to the relevant exam room. Outside the exams room, the Exams Officer or invigilator will read out the 'Information to Candidates' speech and ensure that the pupil is not in possession of their phone, notes or any other unauthorised material. They will be made aware that they are permitted to use the full-time allowance for the examination. They will then be allowed to enter the room and begin the exam.

LATE ARRIVAL – After the 1 hour published start time

Reception will make the SLT and the Exam's Officer aware of any late arrivals over the radio and ask the pupil to wait in Reception until they are collected. The Exams Officer will then collect the pupil and ensure they are taken to the relevant exam room. Before entering the room, the Exams Officer will inform the pupil that they have arrived later than 1 hour after the published start time and that their exam paper may not be accepted by the exam board. Outside the exams room the Exams Officer or invigilator will read out the 'Information to Candidates' speech and ensure that the pupil is not in possession of their phone, notes or any other unauthorised material. They will be made aware that they are permitted to use the full-time allowance for the examination. They will then be allowed to enter the room and begin the exam. The Exams Manager will complete the JCQ/VLA-Report via the Central Admin Portal (CAP).

CONDUCTING EXAMS

HEAD OF CENTRE

- To ensure that, venues used for conducting exams meet the requirements of JCQ and awarding bodies.

EXAMS OFFICER

- To ensure that, exams are conducted according to JCQ and awarding body instructions.
- To use an *exam day checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with, and associated follow-up is completed.

DISPATCH OF EXAM SCRIPTS

EXAMS OFFICER

- To dispatch scripts as instructed by JCQ and awarding bodies.
- To keep appropriate records to track dispatch.

EXAM PAPERS AND MATERIALS

EXAMS OFFICER

- Organises exam question papers and associated confidential resources in date order in the secure storage facility.
- Attaches erratum notices received to relevant sealed question paper packets.
- Collates attendance registers and examiner details in date order.
- Regularly checks mail or email inbox for updates from awarding bodies.

- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened.
- Ensures this second pair of eyes check is recorded.
- Ensures question papers are always kept in their sealed packets until the second pair of eyes check and log have been completed.
- Ensures the second pair of eyes check takes place immediately before each question paper packet is opened in the designated examination room.
- If the question paper packet needs to be split for different rooms on one or more sites or for an access arrangement, ensures the check takes place in the secure room.
- Ensures unused question papers are not released to any individual until 24 hours after the awarding body's published finishing time for the examination (where a candidate is sitting an examination scheduled for the afternoon session on the following morning under an overnight supervision arrangement, unused question papers for that examination must not be released to any individual until the candidate has completed that examination).

EXAM ROOMS

HEAD OF CENTRE

- To ensure that, internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room.
- To ensure that, when a room is 'designated' as an exam room, it is not used for any purpose other than conducting external exams.
- To ensure only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks.
- To ensure that, the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates.
- To ensure that, the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates.

FOOD AND DRINK POLICY (EXAMS)

Pupils are allowed to take water into the exam room, as long as it is in a clear bottle with all labels removed. Any other type of food and drink are prohibited, unless the pupil has a medical condition (e.g., diabetes).

LEAVING THE EXAMINATION ROOM POLICY

If a pupil needs to leave the room during an exam, they must raise their hand, and an invigilator will go over to them to find out the issue and make the decision in line with school policy. Pupils should only be leaving the exam room if:

- They have an approved toilet pass.
- They are experiencing a medical emergency.
- They have rest breaks which require them to leave the room.

If a pupil has been given explicit permission, they will be escorted out of the room by a member of the invigilating team and/or the Exams Officer.

If a pupil leaves the exam room without permission or without a member of the invigilating team, they may not be allowed back into the exam room and the appropriate exam board will be contacted.

EXAMS OFFICER

- To ensure that, exam rooms are set up and conducted as required in the regulations.
- To provide invigilators with appropriate resources to effectively conduct exams.
- To brief invigilators on exams to be conducted on a session-by-session basis; (including the arrangements in place for any transferred candidates and access arrangement candidates).
- To ensure that, sole invigilators have an appropriate means of summoning assistance. (If this is a mobile phone, instruct the invigilator that the mobile phone is only allowed to be used for this specific purpose and that it must be kept on silent mode.)
- To ensure that, invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log.
- To ensure that, invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log.
- To provide authorised exam materials which candidates are not expected to provide themselves.
- To ensure that, invigilators and candidates are aware of the emergency evacuation procedure.
- To ensure that, invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated.

SENIOR LEADERS

- To ensure that, a documented emergency evacuation procedure for exam rooms is in place.
- To ensure that, arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated.
- To ensure that, a procedure is in place in case of an emergency evacuation (lockdown).

EMERGENCY EVACUATION POLICY (EXAMS)

A copy of the Emergency Evacuation Policy can be found within the folder in the Exams Office.

SITE STAFF

- To ensure that, exam rooms are available and set up as requested by the Exams Officer.
- To ensure that, grounds or centre maintenance work does not disturb exam candidates in exam rooms.
- To ensure that, fire alarm testing does not take place during exam sessions.

INVIGILATORS

- To conduct exams in every exam room according to *JCQ Instructions for conducting examinations* and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions.

CANDIDATES

- To follow the instructions given to them in exam rooms by authorised centre staff and invigilators.
- To remain in the exam room for the full duration of the exam.

IRREGULARITIES

HEAD OF CENTRE

- To ensure that, (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations / assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation.

MANAGING BEHAVIOUR POLICY (EXAMS)

All pupils taking examinations must:

- Abide by examination protocols set out by the academy, both verbal and written, and to conform to the JCQ Regulations General and Vocational Qualifications: Instructions for Conducting Examinations at all times.
- Acknowledge and understand that any disruptive behaviour or suspicions of a malpractice incident will be reported in accordance with the regulations for internal and external exams.

Any instances of bad behaviour should be dealt with in the following manner:

Low Level Disturbance – To be dealt with in the examination room with as little fuss as possible to avoid disturbing other candidates. Full details to be recorded on the Incident Report Form.

More Serious Disturbance – Ask the pupil to stop writing and pause the exam (record the time and duration of the disturbance). Request the support and assistance of the Exams Officer or a member of the exams team. The Exams Officer or a member of the exams team will advise on actions to be taken, this may result in a variety of circumstance including removal of the pupil from the exam room.

SENIOR LEADERS

- To ensure that, support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms.
- To ensure that, internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate.

EXAMS OFFICER

- To provide an exam room incident log in all exam rooms for recording any incidents or irregularities.
- To action any required follow-up and report to awarding bodies as soon as practically possible after the exam has taken place.

INVIGILATORS

- Record any incidents or irregularities on the exam room incident log, (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation).

MALPRACTICE

See *Irregularities* above.

SPECIAL CONSIDERATION

SENIOR LEADERS

- To support eligible applications for special consideration by authorising appropriate evidence.

EXAMS OFFICER

- To process eligible applications for special consideration to awarding bodies.

- To gather evidence which may need to be provided by other staff in centre or candidates.
- To submit requests to awarding bodies to the external deadline.

SPECIAL CONSIDERATION POLICY

A copy of the Special Consideration policy can be found here on the Hollingworth Academy Website

CANDIDATES

- To provide appropriate evidence to support special consideration applications, where required.

UNAUTHORISED ITEMS

ARRANGEMENTS FOR UNAUTHORISED ITEMS TAKEN INTO THE EXAM ROOM

Pupils are asked prior to the exam commencing if they have an unauthorised material, as part of the pre-exam script. Pupils are then given the chance to hand over these items to invigilators who place the item/items into individual numbered bags and give the pupil the corresponding number slip. These items are then taken to the Exams Office, until the exam is over.

If a pupil is found to have an unauthorised item during the exam, it will be collected by the invigilator following the same process as above. This is then recorded on the exam incident log and the Exams Officer is informed. The Exams Officer will inform the relevant Senior Lead and Head of Centre and a malpractice form will be completed. The Head of Centre or relevant Senior Leader will then speak to the affected candidate following the exam and inform them of our malpractice policy.

INVIGILATORS

- To be informed of the arrangements through training.

INTERNAL EXAMS/ASSESSMENTS

EXAMS OFFICER

- Briefs invigilators on conducting internal exams.
- Returns candidate scripts to teaching staff for marking.

INVIGILATORS

- Conduct internal exams as briefed by the Exams Officer.

RESULTS AND POST-RESULTS: ROLES AND RESPONSIBILITIES

HEAD OF CENTRE

- Ensures the centre's obligations as detailed in the regulations are met. (With reference to [GR 5.12 Results](#), [5.13 Post-results services and appeals](#), [5.14 Certificates](#))

INTERNAL ASSESSMENT

SENIOR LEADERS

- To ensure that, teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies.

- To ensure that, work is returned to candidates after the retention period or disposed of according to the requirements.

MANAGING RESULTS DAYS

SENIOR LEADERS

- To identify centre staff who will be involved in the main summer results day(s) and their role.
- To ensure that, senior members of staff are accessible to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of any requests for post-results services and ensure candidates are informed of the periods during which centre staff will be available so that they may plan accordingly.

EXAMS OFFICER

- To work with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place.

RESULTS DAY PROGRAMME

Results are issued to pupils in person at Hollingworth Academy. The details regarding results day are shared with pupils and their parents/carers via email after being confirmed by SLT and the Exams Officer.

If a pupil is unable to collect their results that day they can do one of the following:

- Nominate a family member/family friend to collect their results on their behalf. The pupil would need to write and sign a letter to confirm the name of the person collecting their results and email it to exams@hollingworthacadem.co.uk prior to the day. The person nominated to collect their results would then need to show photographic ID to prove their identity
- They can arrange an alternate date to collect their results in person from Hollingworth reception. To arrange this, they would need to email: exams@hollingworthacademy.co.uk
- GCSE results will not be shared via email.

SITE STAFF

- To ensure that, the centre is open and accessible to centre staff and candidates, as required for the collection of results.

ACCESSING RESULTS

HEAD OF CENTRE

- To ensure that, results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates.
- To understand that it is not permitted to withhold provisional results from candidates under any circumstances.

EXAMS OFFICER

- To inform candidates in advance of when and how results will be released to them for each exam series.
- To access results from awarding bodies under restricted release of results, where this is provided by the awarding body.
- To resolve any missing or incomplete results with awarding bodies.
- To issue statements of results to candidates on issue of results date.

- To provide summaries of results for relevant centre staff on issue of results date.

POST-RESULTS SERVICES

HEAD OF CENTRE

- To ensure that, an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal.
- To ensure that, senior members of centre staff are available immediately after the publication of results
- To understand that, if the centre has concerns about one of its components/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised).

EXAMS OFFICER

- To provide information to candidates and staff on the services provided by awarding bodies and the fees charged (see also above **Briefing candidates** and **Access to Scripts, Reviews of Results and Appeals Procedures**).
- To publish internal deadlines for requesting the services to ensure the external deadlines can be effectively met.
- To provide a process to record requests for services and to collect candidate informed consent (**after** the publication of results) and fees where relevant.
- To submit requests to awarding bodies to meet the external deadline for the particular service.
- To track requests to conclusion and informs candidates and relevant centre staff of outcomes.
- Updates centre results information, where applicable.

TEACHING STAFF

- To meet internal deadlines to request the services and gain relevant candidate informed consent.
- To identify the budget to which fees should be charged.

CANDIDATES

- To meet internal deadlines to request the services.
- To provide informed consent and fees, where relevant.

ANALYSIS OF RESULTS

Data Manager

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required
- Undertakes the DfE School and College Checking Exercises (where applicable to the centre)

CERTIFICATES

Certificates are provided to centres by awarding bodies after results have been confirmed.

CANDIDATES

- May arrange for certificates to be collected on their behalf by providing the Exams Officer with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates.

EXAMS REVIEW: ROLES AND RESPONSIBILITIES

EXAMS OFFICER

- To provide SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle.
- To collect and evaluates feedback from staff, candidates and invigilators to inform an exams review.

SENIOR LEADERS

- Work with the Exams Officer to produce a plan to action any required improvements identified in the review.

RETENTION OF RECORDS: ROLES AND RESPONSIBILITIES

EXAMS OFFICER

- To keep records as required by JCQ and awarding bodies for the required period.
- To keep records as required by the centre's records management policy.
- To provide an exams archiving policy that identifies information held, retention period and method of disposal.